

# IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

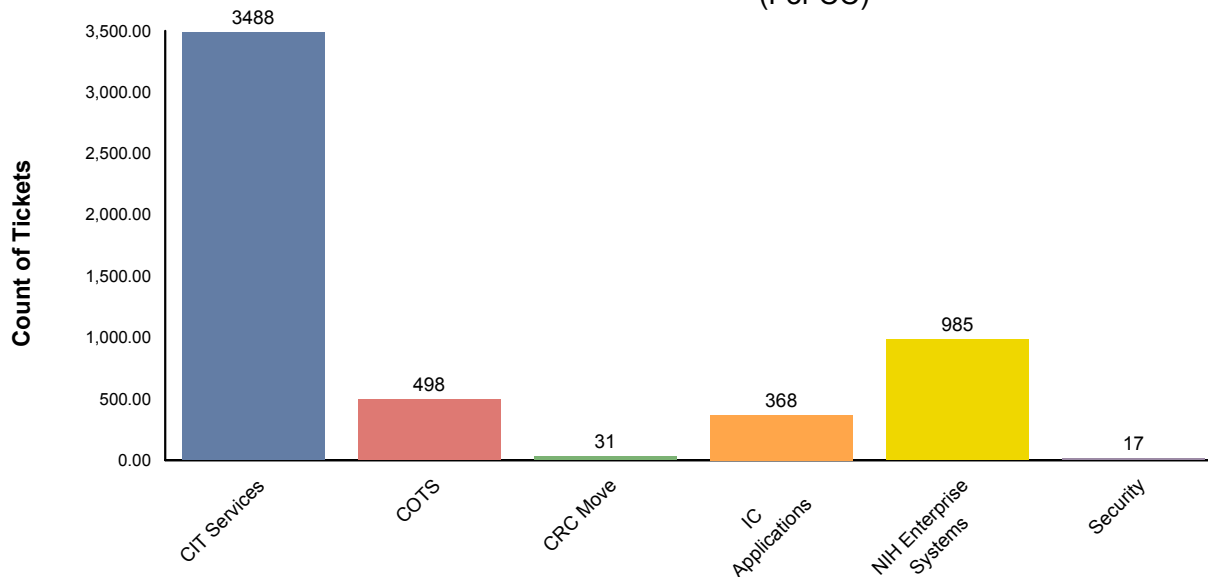
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 5,387

## Tickets By Category Summary

(For CC)



### CC

5,387

#### CIT Services

3,488

Accounts	1,185
Back Office Support	142
CIT Categories	554
CIT Categories Aspect	5
CIT Categories Remedy	28
Connectivity	83
Email	444
General Information	163
Helix Support	5
iSDP/Software Distribution	2
NECS	10
NIHnet	354
OS/390	25
Project Work	2
Telecommunications	324
Training	39
Unix Support	2
Video	8
Wireless Services	113

#### COTS

498

Application Support	211
Hardware	287

#### CRC Move

31

CRC Move	31
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#### IC Applications

368

CC APPS	44
CC APPS (DCRI)	77
CC Clinical Applications	67
CC Technical Operations	71
Local LAN	74
OIT Categories	1
Web Site Issue (non-CIT)	34

#### NIH Enterprise Systems

985

ADB	230
EHRP Change Management	3
EHRP Func App Suppt	10
EHRP Interface	2
EHRP Non-App Specific	3
EHRP Reporting	3
EHRP Security	75
EHRP Technical	15
EHRP User Error	6
EHRP Workflow/Worklist	11
eRA-COMMONS	1

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eRA-IMPAC II	1	
NBRSS-NBS	1	
NBS Int. Des/Dev	1	
NBS-User Call	401	
NED	80	
NIH Data Warehouse	69	
NIH Services	55	
NVision	18	
<b>Security</b>		<b>17</b>
Anti Virus SW	1	
Security	16	

# IC Ticket Report with Category Summary

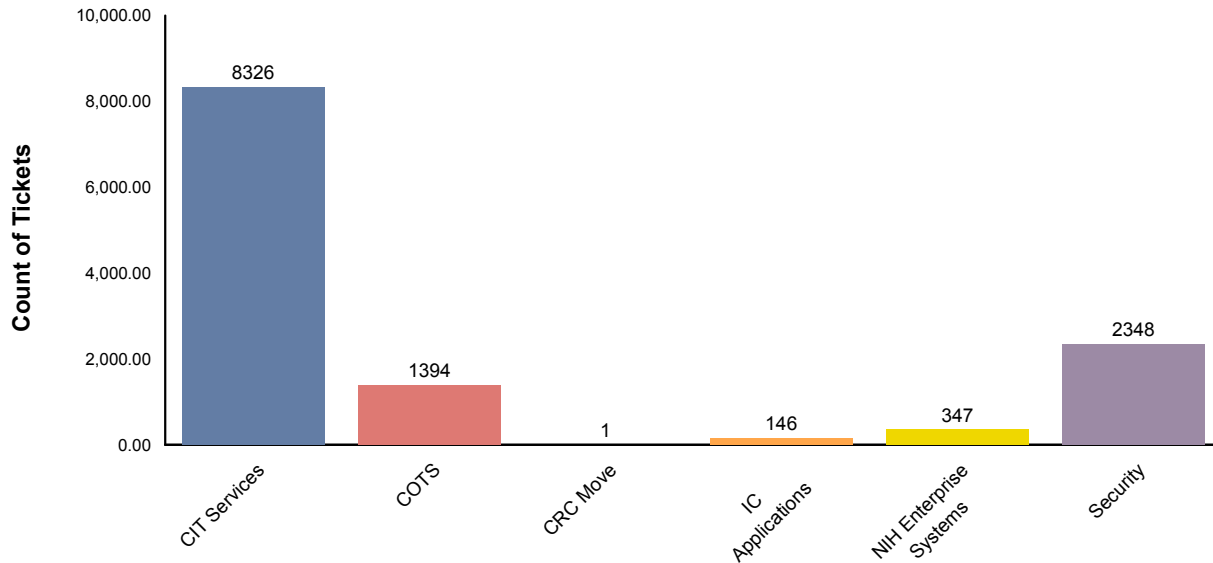
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 12,562

## Tickets By Category Summary (For CIT)



### CIT 12,562

#### CIT Services

8,326

Accounts	1,791
ASR	1
Back Office Support	342
CIT Categories	333
CIT Categories Aspect	39
CIT Categories Remedy	568
Connectivity	238
Email	3,324
EOS	2
General Information	805
Helix Support	8
iSDP/Software Distribution	1
NECS	31
NIHnet	324
OS/390	65
Project Work	36
Telecommunications	127
Training	31
Unix Support	1
Video	12
Wireless Services	247

#### COTS

1,394

Application Support	461
Hardware	933

#### CRC Move

1

CRC Move	1
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#### IC Applications

146

CC APPS (DCRI)	1
CC Clinical Applications	7
CC Technical Operations	1
E-Grants	1
Local LAN	94
NIAMS	5
OIT Categories	5
Web Site Issue (non-CIT)	32

#### NIH Enterprise Systems

347

ADB	83
EHRP Change Management	2
EHRP Func App Suppt	2
EHRP Non-App Specific	1
EHRP Security	12
EHRP Technical	10
EHRP User Error	1
EHRP Workflow/Worklist	3

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eRA-COMMONS	1	
eRA-IMPAC II	7	
eRA-Software BA	3	
NBS-User Call	87	
NED	54	
NIH Data Warehouse	30	
NIH Services	40	
NVision	11	
<b>Security</b>		<b>2,348</b>
Anti Virus SW	125	
Security	2,223	

# IC Ticket Report with Category Summary

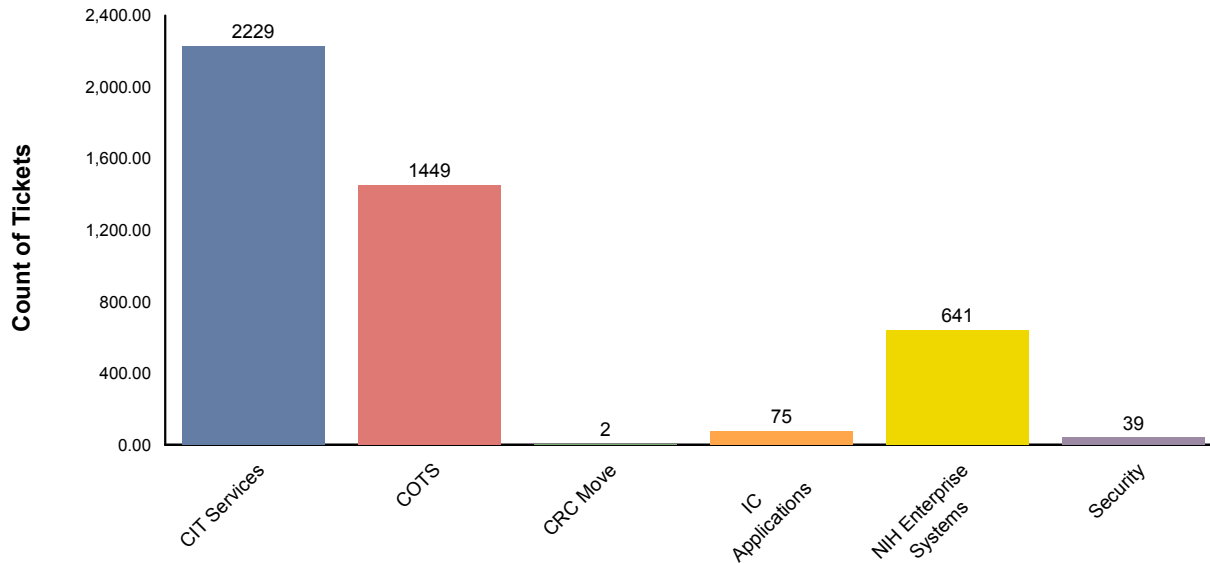
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 4,435

## Tickets By Category Summary (For CSR)



### CSR

4,435

#### CIT Services

2,229

Accounts	669
Back Office Support	351
CIT Categories	119
CIT Categories Remedy	8
Connectivity	223
Email	503
General Information	138
Helix Support	1
iSDP/Software Distribution	1
NECS	1
NIHnet	29
OS/390	4
Telecommunications	44
Training	6
Video	7
Wireless Services	125

#### COTS

1,449

Application Support	429
Hardware	1,020

#### CRC Move

2

CRC Move	2
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#### IC Applications

75

E-Grants	1
Local LAN	47
OIT Categories	1
Web Site Issue (non-CIT)	26

#### NIH Enterprise Systems

641

ADB	18
EHRP Func App Suppt	2
EHRP Security	20
EHRP Workflow/Worklist	2
eRA-COMMONS	68
eRA-IMPAC II	218
eRA-Software BA	26
NBS Break/Fix	1
NBS-User Call	38
NED	20
NIH Data Warehouse	8
NIH Services	218
NVision	2

#### Security

39

Anti Virus SW	4
Security	35

# IC Ticket Report with Category Summary

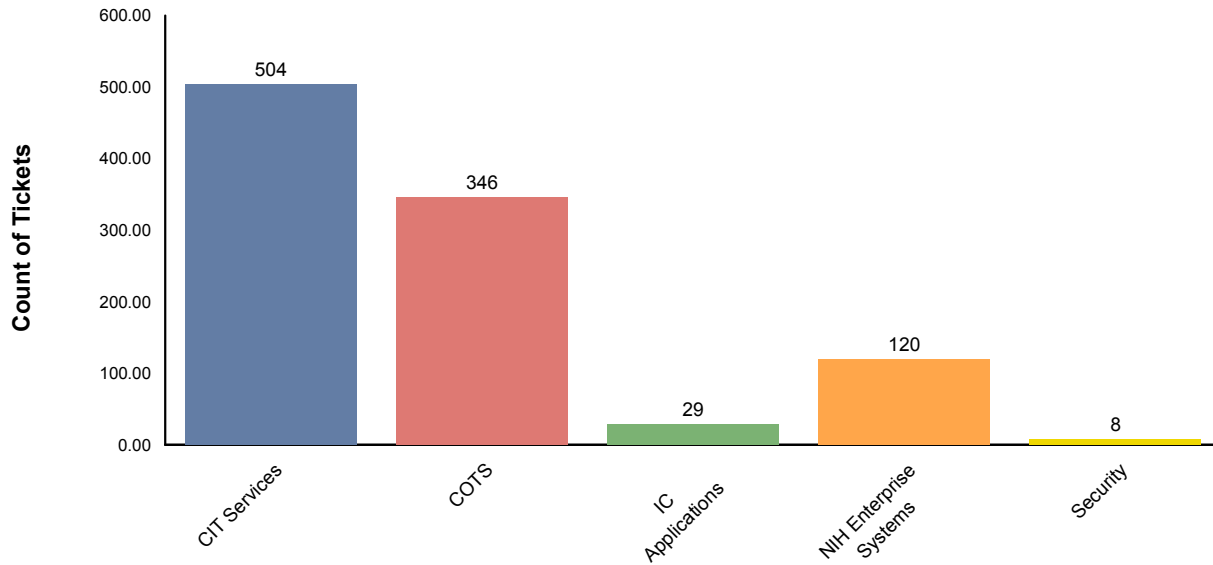
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

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Total Tickets: 1,007

## Tickets By Category Summary (For FIC)



FIC 1,007

### CIT Services

504

Accounts	121
Back Office Support	66
CIT Categories	31
CIT Categories Remedy	2
Connectivity	24
Email	142
General Information	33
iSDP/Software Distribution	4
NIHnet	3
OS/390	4
Telecommunications	15
Training	7
Video	1
Wireless Services	51

### COTS

346

Application Support	155
Hardware	191

### IC Applications

29

Local LAN	13
Web Site Issue (non-CIT)	16

### NIH Enterprise Systems

120

ADB	13
eRA-IMPAC II	24
eRA-Software BA	4
NBS-User Call	41
NED	7
NIH Data Warehouse	14
NIH Services	17

### Security

8

Anti Virus SW	1
Security	7

# IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

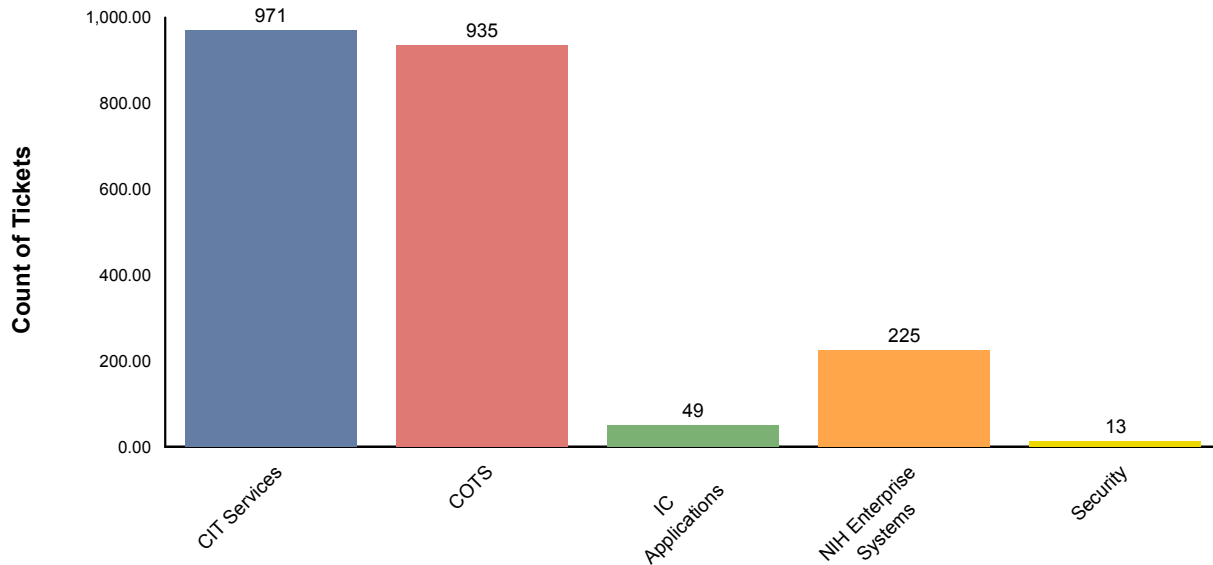
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,193

## Tickets By Category Summary

(For NCCAM)



### NCCAM 2,193

#### CIT Services

971

Accounts	311
Back Office Support	226
CIT Categories	39
CIT Categories Remedy	1
Connectivity	26
Email	207
General Information	41
Helix Support	1
iSDP/Software Distribution	2
NECS	1
NIHnet	15
Pubs/Software Distribution	1
Telecommunications	20
Training	9
Video	13
Wireless Services	58

#### COTS

935

Application Support	248
Hardware	687

#### IC Applications

49

CC APPS	2
CC APPS (DCRI)	9
CC Clinical Applications	5
Local LAN	25
Web Site Issue (non-CIT)	8

#### NIH Enterprise Systems

225

ADB	29
EHRP Security	5
EHRP Technical	1
eRA-COMMONS	3
eRA-IMPAC II	31
eRA-Software BA	2
NBS-User Call	89
NED	10
NIH Data Warehouse	10
NIH Services	39
NVision	6

#### Security

13

Anti Virus SW	3
Security	10

# IC Ticket Report with Category Summary

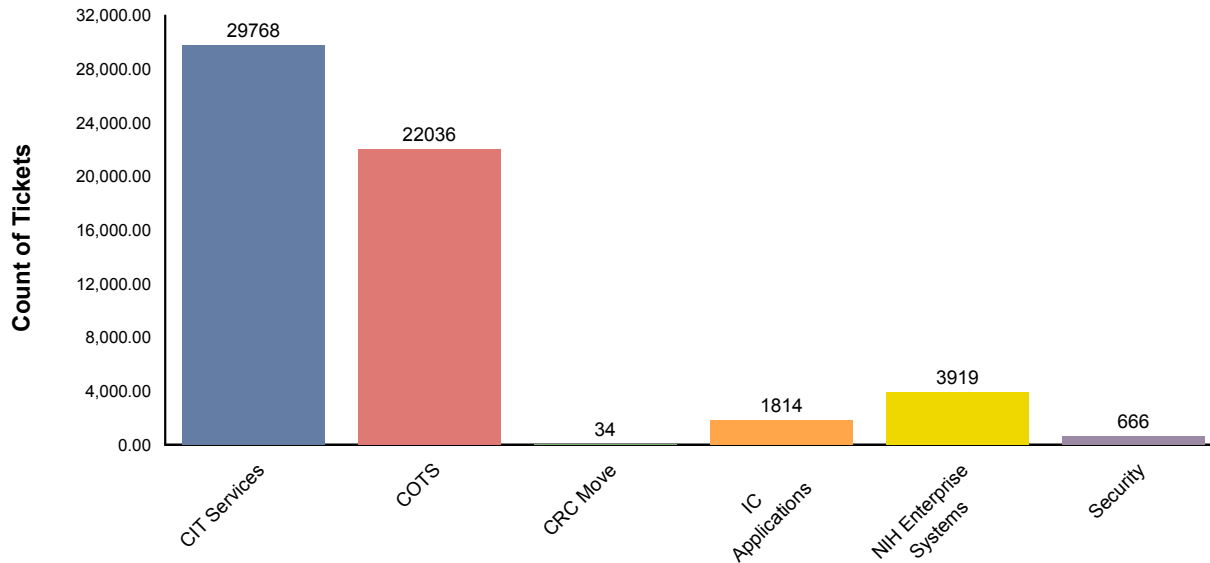
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 58,237

## Tickets By Category Summary (For NCI)



### NCI 58,237

#### CIT Services

29,768

Accounts	11,689
Back Office Support	4,337
CIT Categories	1,397
CIT Categories Remedy	31
Connectivity	1,462
Email	5,989
General Information	1,346
Helix Support	62
iSDP/Software Distribution	55
NECS	39
NIHnet	493
OS/390	150
Project Work	1
Pubs	1
Pubs/Software Distribution	23
Telecommunications	786
Training	383
Unix Support	1
Video	133
Wireless Services	1,390

#### COTS

22,036

Application Support	8,132
Hardware	13,904

#### CRC Move

34

CRC Move	34
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#### IC Applications

1,814

CC APPS	108
CC APPS (DCRI)	171
CC Clinical Applications	109
CC Technical Operations	26
E-Grants	105
Local LAN	932
OIT Categories	5
Web Site Issue (non-CIT)	358

#### NIH Enterprise Systems

3,919

ADB	861
EHRP Change Management	7
EHRP Func App Suppt	34
EHRP Interface	2
EHRP Non-App Specific	1
EHRP Reporting	6
EHRP Security	233
EHRP Technical	51
EHRP User Error	4



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EHRP Workflow/Worklist	43	
eRA-COMMONS	7	
eRA-IMPAC II	70	
eRA-Software BA	4	
NBRSS-NBS	1	
NBS Break/Fix	3	
NBS Enhancement	3	
NBS Int. Des/Dev	2	
NBS-User Call	1,750	
NED	293	
NIH Data Warehouse	70	
NIH Services	429	
NVision	45	
<b>Security</b>		<b>666</b>
Anti Virus SW	95	
Security	571	

# IC Ticket Report with Category Summary

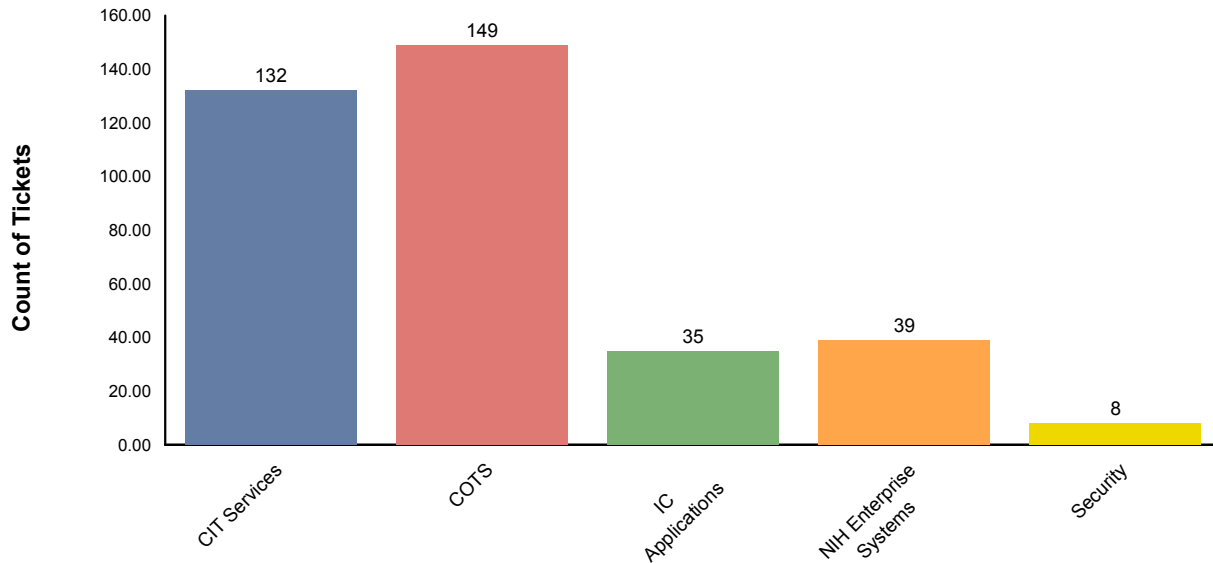
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 363

## Tickets By Category Summary (For NCMHD)



NCMHD		363
<b>CIT Services</b>		<b>132</b>
Accounts	38	
Back Office Support	20	
CIT Categories	7	
Connectivity	7	
Email	31	
General Information	8	
NIHnet	3	
Telecommunications	3	
Training	2	
Wireless Services	13	
<b>COTS</b>		<b>149</b>
Application Support	52	
Hardware	97	
<b>IC Applications</b>		<b>35</b>
Local LAN	12	
OIT Categories	7	
Web Site Issue (non-CIT)	16	
<b>NIH Enterprise Systems</b>		<b>39</b>
ADB	4	
eRA-IMPAC II	7	
eRA-Software BA	2	
NBS-User Call	15	
NED	2	
NIH Services	9	
<b>Security</b>		<b>8</b>
Anti Virus SW	1	
Security	7	

# IC Ticket Report with Category Summary

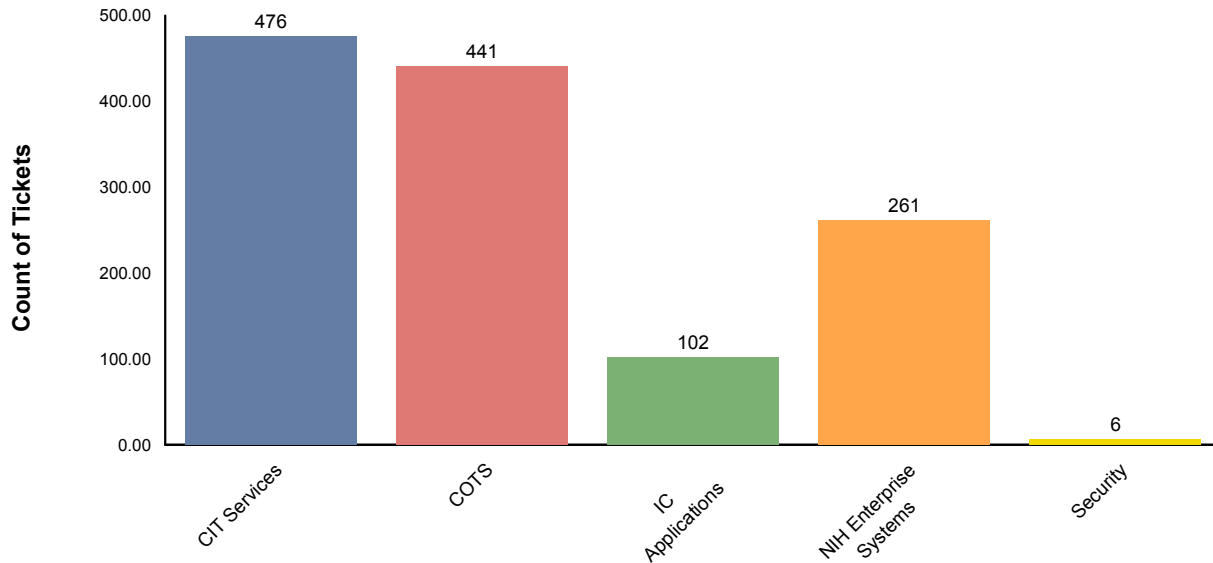
For 10/01/2004 to 09/30/2005

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Total Tickets: 1,286

## Tickets By Category Summary (For NCRR)



### NCRR 1,286

#### CIT Services

476

Accounts	103
Back Office Support	42
CIT Categories	82
CIT Categories Remedy	4
Connectivity	24
Email	85
General Information	39
iSDP/Software Distribution	1
NIHnet	14
OS/390	3
Telecommunications	15
Training	3
Video	6
Wireless Services	55

#### COTS

441

Application Support	283
Hardware	158

#### IC Applications

102

Local LAN	11
Web Site Issue (non-CIT)	91

#### NIH Enterprise Systems

261

ADB	22
EHRP Change Management	1
EHRP Reporting	2
EHRP Security	14
EHRP Technical	1
EHRP Workflow/Worklist	5
eRA-COMMONS	3
eRA-IMPAC II	33
eRA-Software BA	14
NBS-User Call	114
NED	10
NIH Data Warehouse	6
NIH Services	30
NVision	6

#### Security

6

Anti Virus SW	1
Security	5

# IC Ticket Report with Category Summary

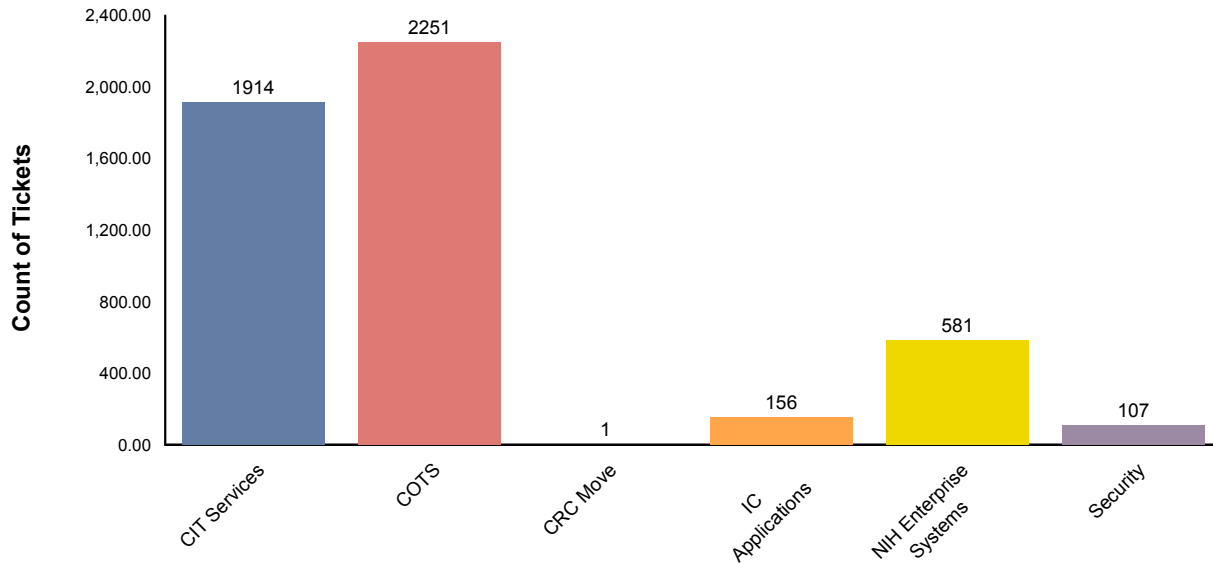
For 10/01/2004 to 09/30/2005

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Total Tickets: 5,010

## Tickets By Category Summary (For NEI)



NEI 5,010

### CIT Services

1,914

Accounts	548
Back Office Support	367
CIT Categories	60
CIT Categories Remedy	17
Connectivity	109
Email	451
General Information	104
Helix Support	5
iSDP/Software Distribution	6
NECS	4
NIHnet	60
OS/390	18
PubS/Software Distribution	3
Telecommunications	69
Training	10
Video	7
Wireless Services	76

### COTS

2,251

Application Support	858
Hardware	1,393

### CRC Move

1

CRC Move	1
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### IC Applications

156

CC APPS	14
CC APPS (DCRI)	6
CC Clinical Applications	7
Local LAN	98
Web Site Issue (non-CIT)	31

### NIH Enterprise Systems

581

ADB	99
EHRP Change Management	1
EHRP Func App Suppt	4
EHRP Reporting	1
EHRP Security	36
EHRP Technical	5
EHRP User Error	2
EHRP Workflow/Worklist	12
eRA-COMMONS	3
eRA-IMPAC II	20
eRA-Software BA	1
NBS-User Call	302
NED	18
NIH Data Warehouse	25
NIH Services	45

IC Ticket Report with Category Summary  
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NVision	7	
Security		107
Anti Virus SW	10	
Security	97	

# IC Ticket Report with Category Summary

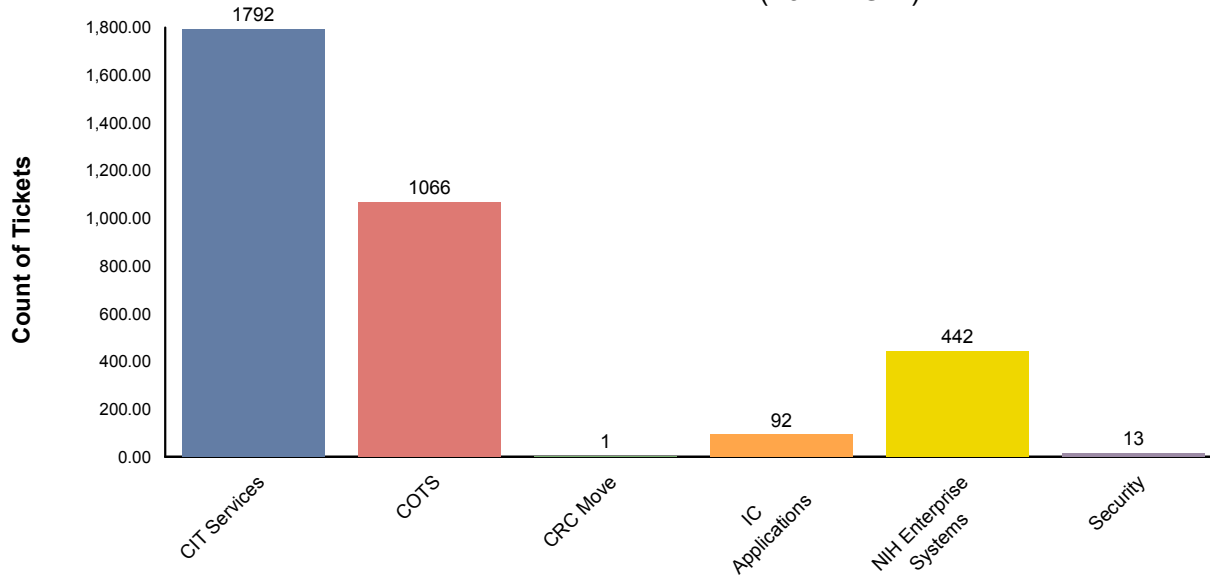
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,406

## Tickets By Category Summary (For NHGRI)



### NHGRI 3,406

#### CIT Services

1,792

Accounts	678
Back Office Support	130
CIT Categories	99
CIT Categories Remedy	15
Connectivity	112
Email	296
General Information	74
Helix Support	6
iSDP/Software Distribution	7
NECS	1
NIHnet	92
OS/390	41
PubS/Software Distribution	1
Telecommunications	80
Training	20
Video	12
Wireless Services	128

#### COTS

1,066

Application Support	442
Hardware	624

#### CRC Move

1

CRC Move	1
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#### IC Applications

92

CC APPS	3
CC APPS (DCRI)	6
CC Clinical Applications	7
CC Technical Operations	2
Local LAN	53
Web Site Issue (non-CIT)	21

#### NIH Enterprise Systems

442

ADB	126
EHRP Func App Suppt	2
EHRP Interface	1
EHRP Security	15
EHRP Technical	3
EHRP Workflow/Worklist	4
eRA-IMPAC II	12
eRA-Software BA	1
NBS Break/Fix	1
NBS-User Call	203
NED	15
NIH Data Warehouse	14
NIH Services	38
NVision	7

IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

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Security	13
Anti Virus SW	6
Security	7

# IC Ticket Report with Category Summary

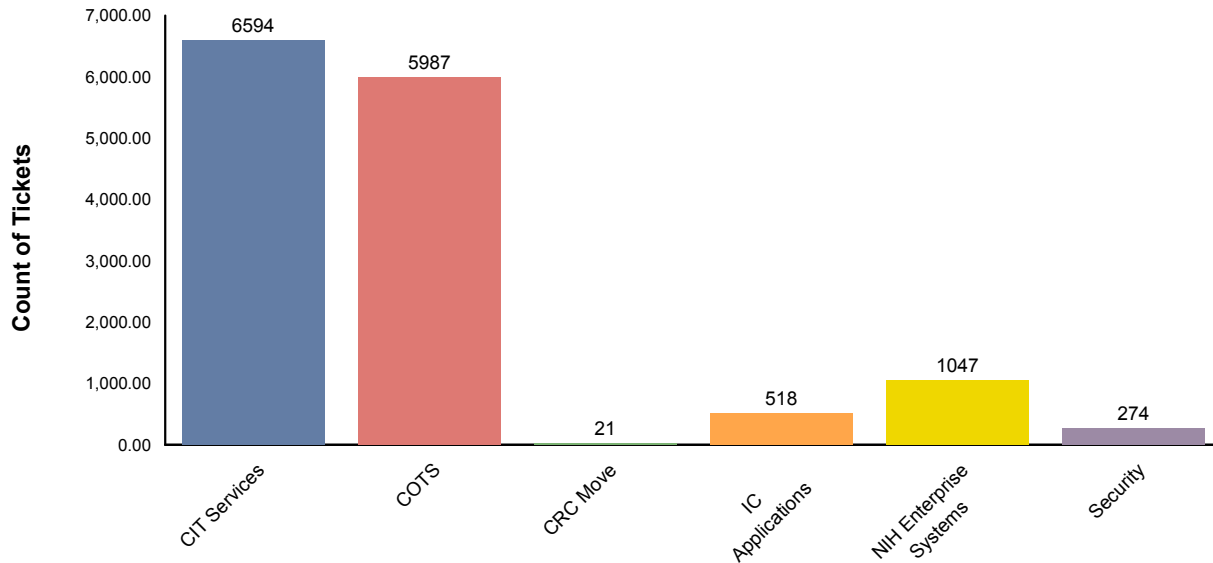
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 14,441

## Tickets By Category Summary (For NHLBI)



### NHLBI 14,441

#### CIT Services

6,594

Accounts	2,345
Back Office Support	737
CIT Categories	233
CIT Categories Remedy	20
Connectivity	468
DCS 7x24	1
Email	1,539
General Information	358
Helix Support	19
iSDP/Software Distribution	13
NECS	3
NIHnet	165
OS/390	31
PubS/Software Distribution	1
Telecommunications	226
Training	74
Video	19
Wireless Services	342

#### COTS

5,987

Application Support	2,239
Hardware	3,748

#### CRC Move

21

CRC Move	21
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#### IC Applications

518

CC APPS	24
CC APPS (DCRI)	25
CC Clinical Applications	22
CC Technical Operations	7
E-Grants	5
Local LAN	365
Web Site Issue (non-CIT)	70

#### NIH Enterprise Systems

1,047

ADB	259
EHRP Change Management	1
EHRP Func App Suppt	3
EHRP Reporting	1
EHRP Security	38
EHRP Technical	4
EHRP User Error	1
EHRP Workflow/Worklist	5
eRA-COMMONS	3
eRA-IMPAC II	61
eRA-Software BA	4
NBS Break/Fix	2



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NBS Int. Des/Dev	1	
NBS-User Call	384	
NED	79	
NIH Data Warehouse	78	
NIH Services	118	
NVision	5	
<b>Security</b>		<b>274</b>
Anti Virus SW	54	
Security	220	

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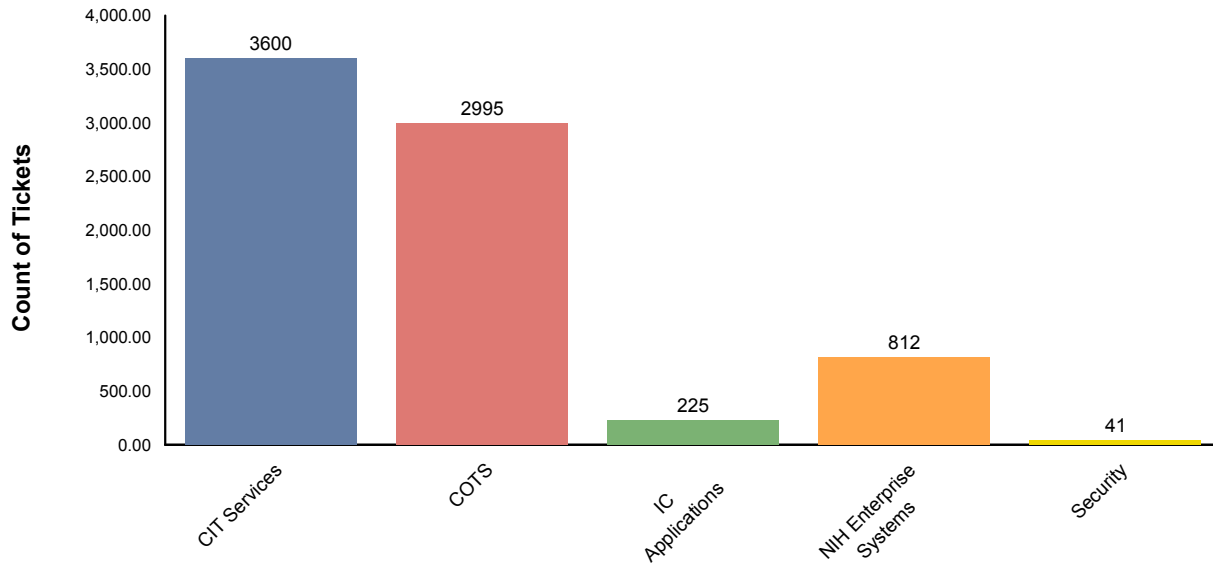
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 7,673

## Tickets By Category Summary (For NIA)



### NIA 7,673

#### CIT Services

3,600

Accounts	1,161
Back Office Support	461
CIT Categories	264
CIT Categories Remedy	19
Connectivity	179
Email	672
General Information	163
Helix Support	8
iSDP/Software Distribution	4
NECS	1
NIHnet	55
OS/390	19
Pubs	2
Pubs/Software Distribution	4
Telecommunications	354
Training	16
Video	15
Wireless Services	203

#### COTS

2,995

Application Support	990
Hardware	2,005

#### IC Applications

225

CC APPS	2
CC Technical Operations	1
E-Grants	1
Local LAN	127
Web Site Issue (non-CIT)	94

#### NIH Enterprise Systems

812

ADB	127
EHRP Func App Suppt	4
EHRP Non-App Specific	2
EHRP Security	29
EHRP Technical	8
EHRP User Error	1
EHRP Workflow/Worklist	12
eRA-COMMONS	4
eRA-IMPAC II	101
eRA-Software BA	27
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-User Call	311
NED	46
NIDB Ann/Reports	1
NIH Data Warehouse	24

IC Ticket Report with Category Summary  
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NIH Services	101	
NVision	12	
Security		41
Anti Virus SW	6	
Security	35	

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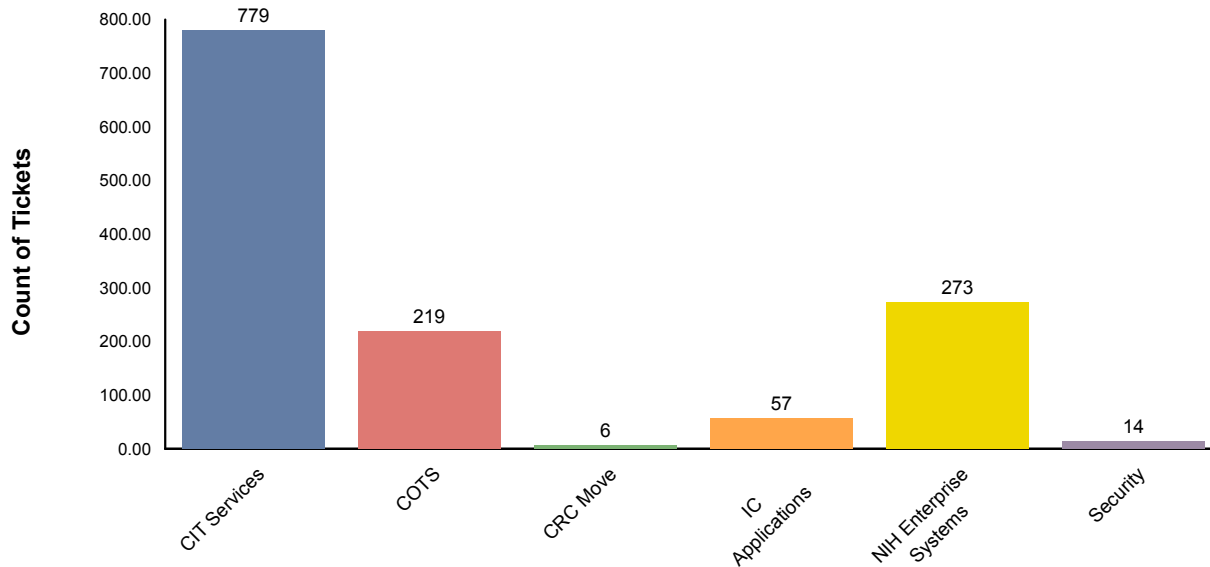
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,348

## Tickets By Category Summary (For NIAAA)



### NIAAA 1,348

#### CIT Services

779

Accounts	259
Back Office Support	53
CIT Categories	94
CIT Categories Remedy	9
Connectivity	42
Email	88
General Information	41
Helix Support	6
iSDP/Software Distribution	4
NECS	2
NIHnet	50
OS/390	20
PubS/Software Distribution	1
Telecommunications	34
Training	14
Video	6
Wireless Services	56

#### COTS

219

Application Support	79
Hardware	140

#### CRC Move

6

CRC Move	6
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#### IC Applications

57

CC APPS (DCRI)	1
CC Clinical Applications	1
CC Technical Operations	1
Local LAN	38
Web Site Issue (non-CIT)	16

#### NIH Enterprise Systems

273

ADB	43
EHRP Change Management	1
EHRP Reporting	1
EHRP Security	14
EHRP Technical	4
EHRP Workflow/Worklist	1
eRA-IMPAC II	7
eRA-Software BA	7
NBS-User Call	122
NED	24
NIH Data Warehouse	18
NIH Services	24
NVision	7

#### Security

14

Anti Virus SW	3
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IC Ticket Report with Category Summary  
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Security

11

# IC Ticket Report with Category Summary

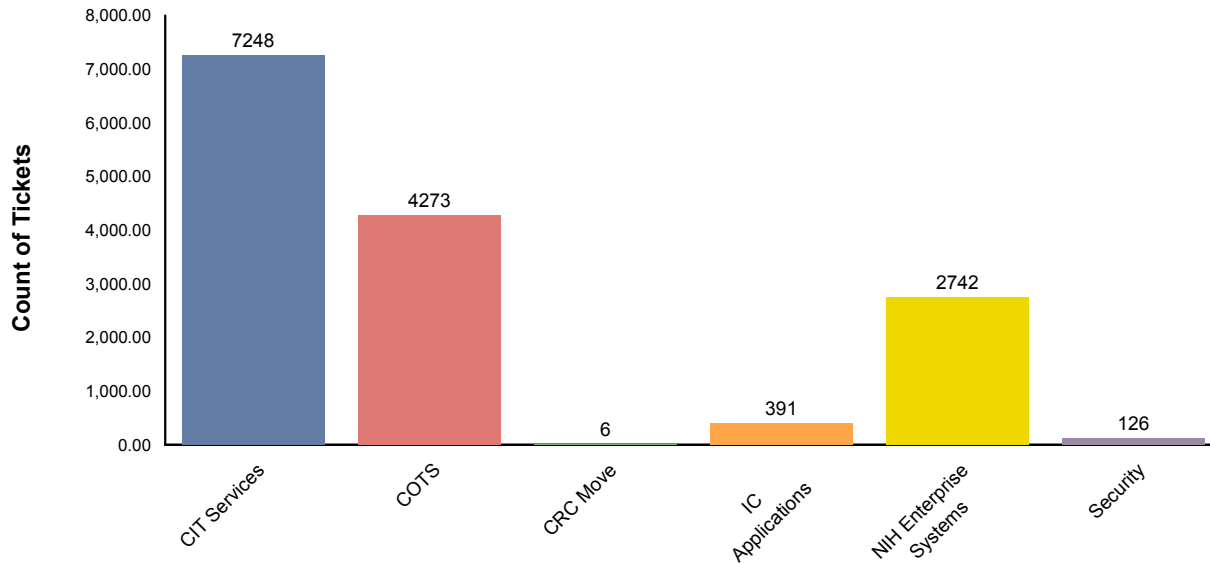
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 14,786

## Tickets By Category Summary (For NIAID)



### NIAID 14,786

#### CIT Services

7,248

Accounts	2,054
Back Office Support	928
CIT Categories	685
CIT Categories Remedy	27
Connectivity	203
Email	1,536
General Information	392
Helix Support	15
iSDP/Software Distribution	12
NECS	18
NIHnet	96
OS/390	35
PubS/Software Distribution	1
Telecommunications	269
Training	87
Video	39
Wireless Services	851

#### COTS

4,273

Application Support	1,559
Hardware	2,714

#### CRC Move

6

CRC Move	6
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#### IC Applications

391

CC APPS	11
CC APPS (DCRI)	74
CC Clinical Applications	19
CC Technical Operations	17
E-Grants	1
Local LAN	163
NIAID	2
OIT Categories	4
Web Site Issue (non-CIT)	100

#### NIH Enterprise Systems

2,742

ADB	402
EHRP Change Management	6
EHRP Func App Suppt	31
EHRP Interface	1
EHRP Non-App Specific	2
EHRP Reporting	18
EHRP Security	240
EHRP Technical	48
EHRP User Error	13
EHRP Workflow/Worklist	24
eRA-COMMONS	8

## IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

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eRA-IMPAC II	128	
eRA-Software BA	15	
NBS Break/Fix	2	
NBS Int. Des/Dev	4	
NBS-User Call	1,247	
NED	140	
NIDB Ann/Reports	1	
NIH Data Warehouse	65	
NIH Services	318	
NVision	29	
<b>Security</b>		<b>126</b>
Anti Virus SW	30	
Security	96	

# IC Ticket Report with Category Summary

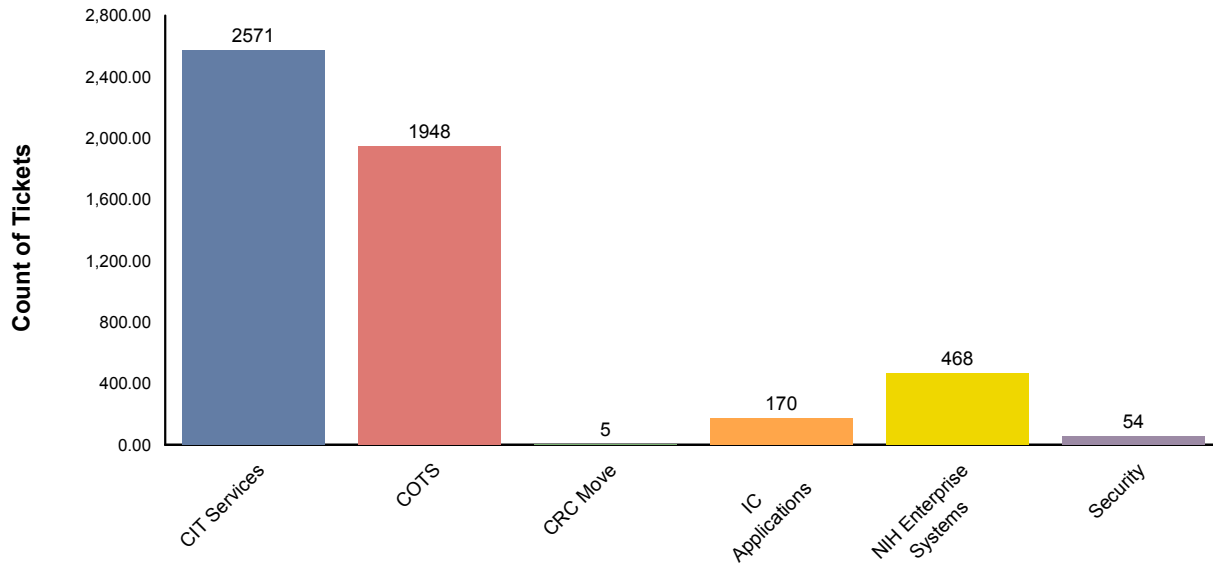
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 5,216

## Tickets By Category Summary (For NIAMS)



### NIAMS

5,216

#### CIT Services

2,571

Accounts	1,001
Back Office Support	425
CIT Categories	89
CIT Categories Remedy	18
Connectivity	98
Email	516
General Information	144
Helix Support	2
iSDP/Software Distribution	4
NECS	1
NIHnet	57
OS/390	4
Telecommunications	64
Training	11
Unix Support	3
Video	10
Wireless Services	124

#### COTS

1,948

Application Support	704
Hardware	1,244

#### CRC Move

5

CRC Move	5
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#### IC Applications

170

CC APPS	12
CC APPS (DCRI)	13
CC Clinical Applications	17
CC Technical Operations	2
Local LAN	82
NIAMS	2
OIT Categories	4
Web Site Issue (non-CIT)	38

#### NIH Enterprise Systems

468

ADB	95
EHRP Security	3
eRA-COMMONS	4
eRA-IMPAC II	9
eRA-Software BA	4
NBRSS-NBS	1
NBS-User Call	222
NED	20
NIH Data Warehouse	14
NIH Services	91
NVision	5

#### Security

54



IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Anti Virus SW	16
Security	38

# IC Ticket Report with Category Summary

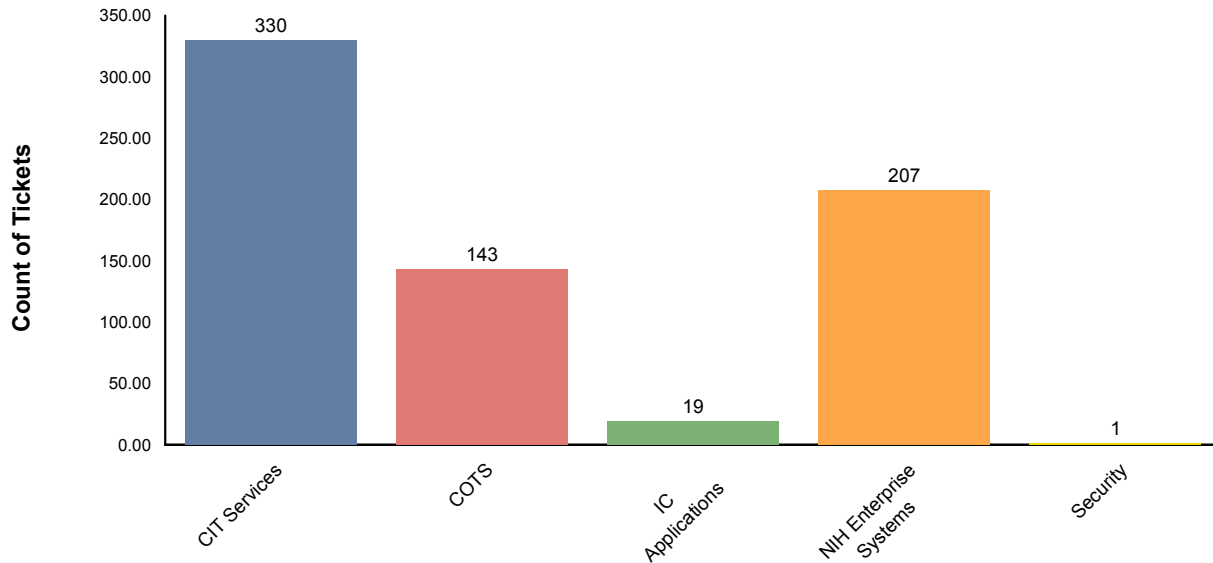
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 700

## Tickets By Category Summary (For NIBIB)



### NIBIB 700

#### CIT Services

330

Accounts	135
Back Office Support	41
CIT Categories	31
Connectivity	11
Email	45
General Information	20
iSDP/Software Distribution	1
NECS	1
NIHnet	7
OS/390	2
Telecommunications	8
Training	3
Video	1
Wireless Services	24

#### COTS

143

Application Support	38
Hardware	105

#### IC Applications

19

E-Grants	4
Local LAN	11
Web Site Issue (non-CIT)	4

#### NIH Enterprise Systems

207

ADB	26
EHRP Func App Suppt	1
EHRP Security	11
EHRP Technical	1
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	12
eRA-Software BA	2
NBS-User Call	93
NED	5
NIH Data Warehouse	13
NIH Services	35
NVision	6

#### Security

1

Security	1
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# IC Ticket Report with Category Summary

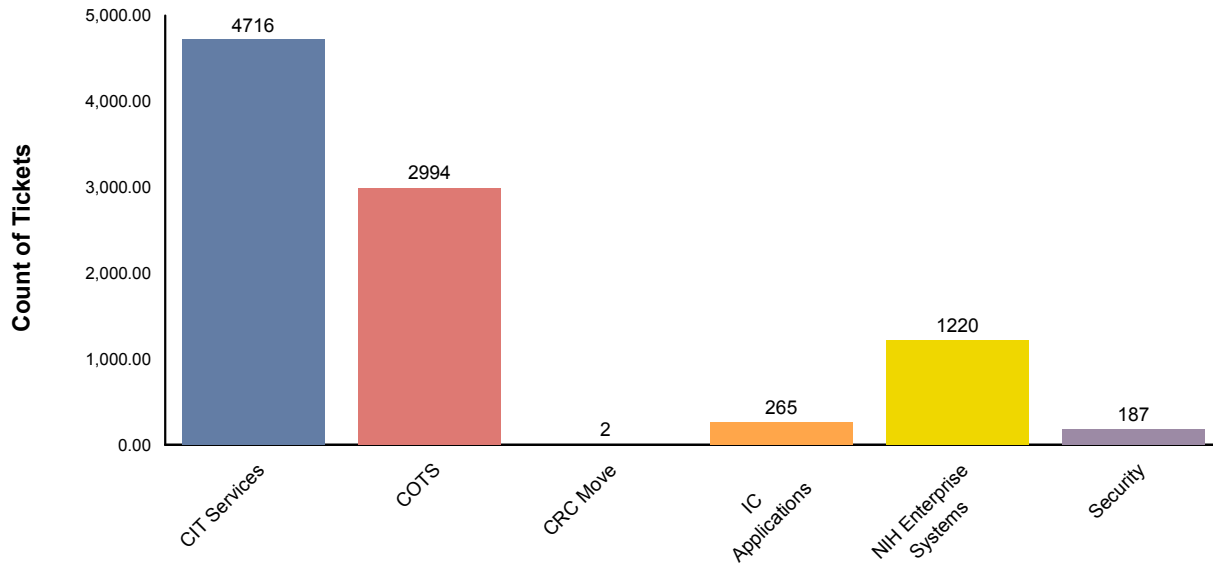
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 9,384

## Tickets By Category Summary (For NICHD)



### NICHD 9,384

#### CIT Services

4,716

Accounts	1,764
Back Office Support	425
CIT Categories	300
CIT Categories Remedy	15
Connectivity	258
Email	1,054
General Information	257
Helix Support	19
iSDP/Software Distribution	9
NECS	9
NIHnet	107
OS/390	30
Project Work	12
Pubs	1
Pubs/Software Distribution	1
Telecommunications	149
Training	37
Unix Support	6
Video	15
Wireless Services	248

#### COTS

2,994

Application Support	1,039
Hardware	1,955

#### CRC Move

2

CRC Move	2
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#### IC Applications

265

CC APPS	6
CC APPS (DCRI)	20
CC Clinical Applications	6
CC Technical Operations	5
Local LAN	176
OIT Categories	3
Web Site Issue (non-CIT)	49

#### NIH Enterprise Systems

1,220

ADB	164
EHRP Change Management	2
EHRP Func App Suppt	3
EHRP Security	27
EHRP Technical	4
EHRP Workflow/Worklist	6
eRA-IMPAC II	78
eRA-Software BA	7
NBS Break/Fix	1
NBS Enhancement	2

## IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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NBS Int. Des/Dev	2	
NBS-User Call	641	
NED	109	
NIH Data Warehouse	29	
NIH Services	133	
NVision	12	
<b>Security</b>		<b>187</b>
Anti Virus SW	37	
Security	150	

# IC Ticket Report with Category Summary

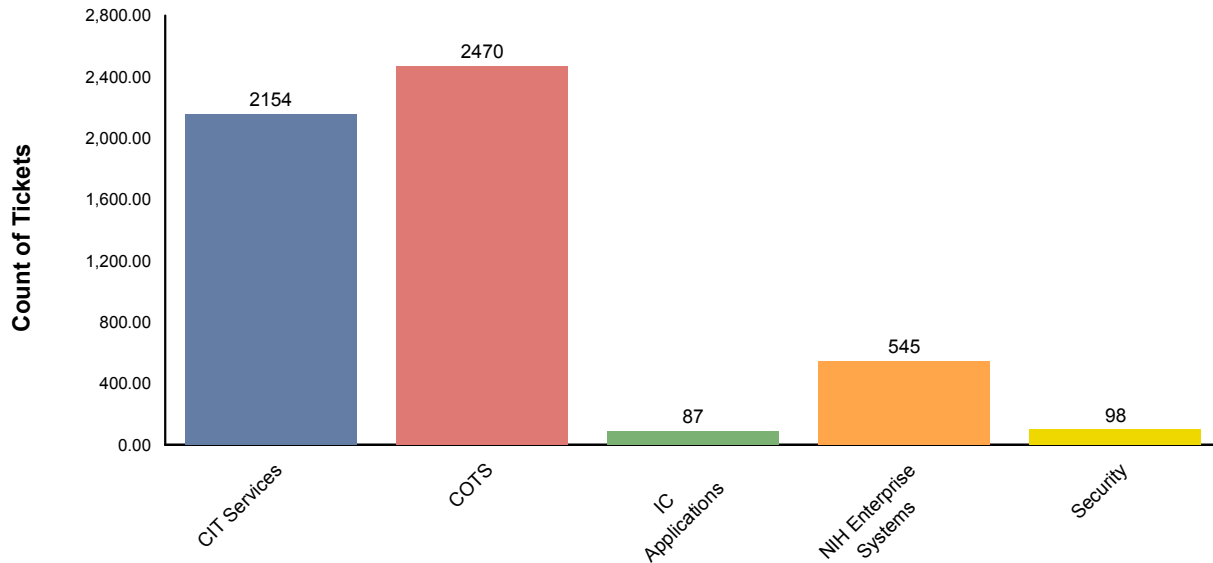
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 5,354

## Tickets By Category Summary (For NIDA)



### NIDA 5,354

#### CIT Services

2,154

Accounts	782
Back Office Support	178
CIT Categories	171
CIT Categories Remedy	6
Connectivity	71
Email	446
General Information	106
Helix Support	1
iSDP/Software Distribution	18
NECS	3
NIHnet	75
OS/390	9
PubS/Software Distribution	7
Telecommunications	34
Training	19
Video	12
Wireless Services	216

#### COTS

2,470

Application Support	851
Hardware	1,619

#### IC Applications

87

Local LAN	61
Web Site Issue (non-CIT)	26

#### NIH Enterprise Systems

545

ADB	74
EHRP Func App Suppt	1
EHRP Security	16
EHRP Technical	2
EHRP User Error	1
EHRP Workflow/Worklist	1
eRA-COMMONS	11
eRA-IMPAC II	72
eRA-Software BA	13
NBS Int. Des/Dev	1
NBS-User Call	189
NED	28
NIH Data Warehouse	27
NIH Services	104
NVision	5

#### Security

98

Anti Virus SW	12
Security	86

# IC Ticket Report with Category Summary

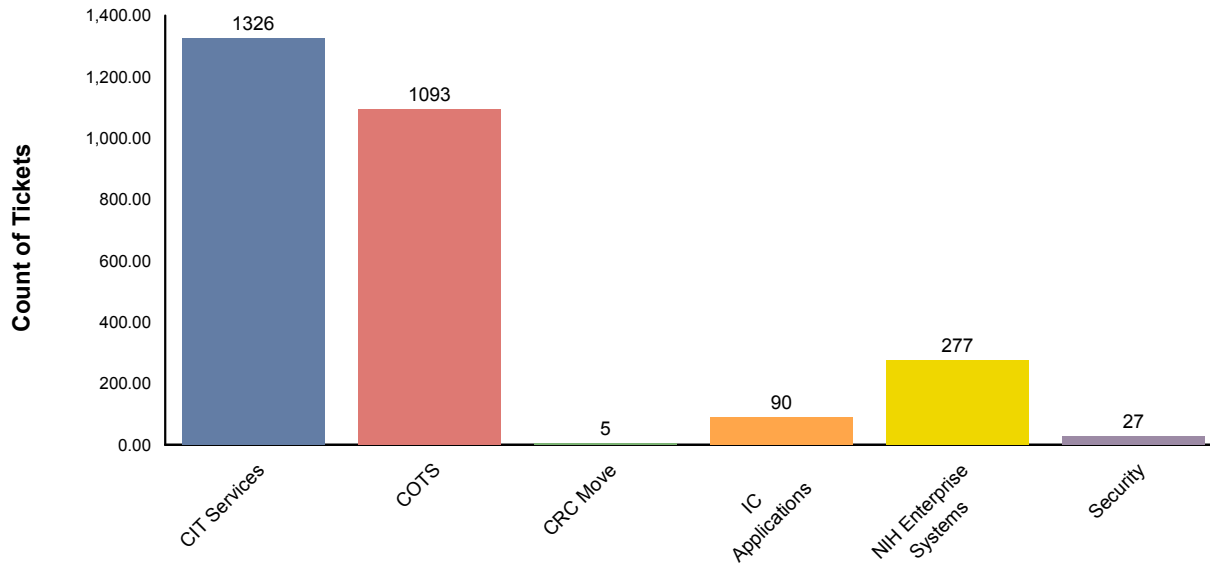
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 2,818

## Tickets By Category Summary (For NIDCD)



### NIDCD 2,818

#### CIT Services

1,326

Accounts	467
Back Office Support	210
CIT Categories	52
CIT Categories Remedy	5
Connectivity	56
Email	248
General Information	73
Helix Support	12
iSDP/Software Distribution	7
NIHnet	34
OS/390	9
Pubs	2
Telecommunications	40
Training	12
Video	4
Wireless Services	95

#### COTS

1,093

Application Support	428
Hardware	665

#### CRC Move

5

CRC Move	5
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#### IC Applications

90

CC APPS	4
CC APPS (DCRI)	4
CC Clinical Applications	3
CC Technical Operations	5
Local LAN	53
NIAMS	1
Web Site Issue (non-CIT)	20

#### NIH Enterprise Systems

277

ADB	51
EHRP Security	16
eRA-COMMONS	7
eRA-IMPAC II	44
eRA-Software BA	6
NBS Int. Des/Dev	1
NBS-User Call	84
NED	15
NIH Data Warehouse	10
NIH Services	43

#### Security

27

Anti Virus SW	9
Security	18

# IC Ticket Report with Category Summary

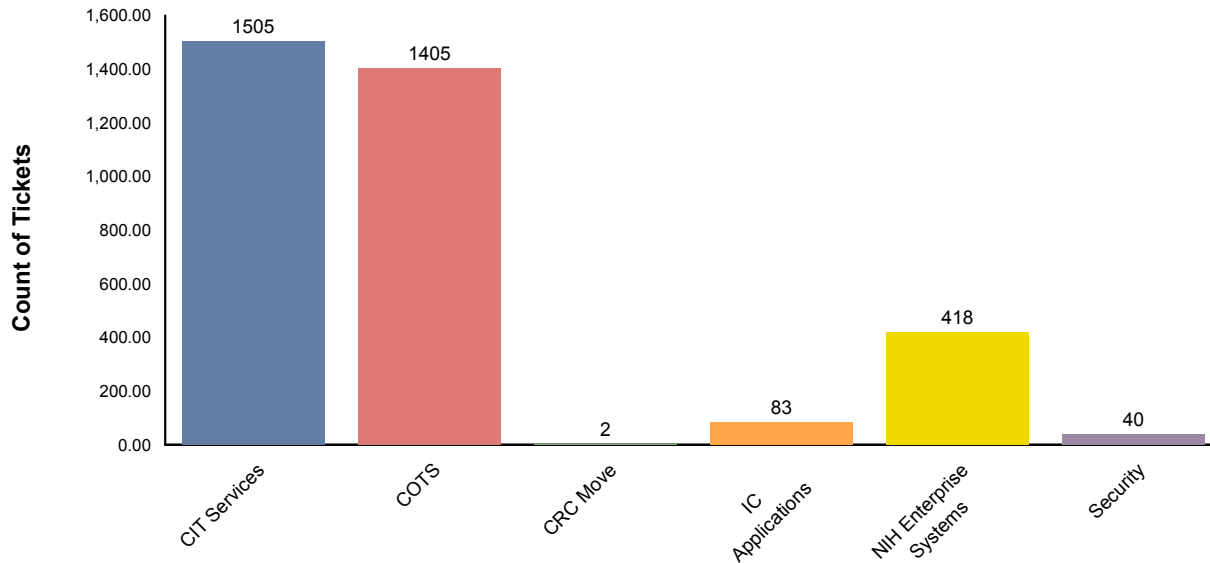
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,453

## Tickets By Category Summary (For NIDCR)



### NIDCR 3,453

#### CIT Services

1,505

Accounts	574
Back Office Support	130
CIT Categories	104
CIT Categories Remedy	4
Connectivity	97
Email	286
General Information	75
Helix Support	8
iSDP/Software Distribution	6
NECS	2
NIHnet	29
OS/390	22
PubS/Software Distribution	1
Telecommunications	52
Training	20
Video	3
Wireless Services	92

#### COTS

1,405

Application Support	578
Hardware	827

#### CRC Move

2

CRC Move	2
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#### IC Applications

83

CC APPS	3
CC APPS (DCRI)	5
CC Clinical Applications	3
Local LAN	47
Web Site Issue (non-CIT)	25

#### NIH Enterprise Systems

418

ADB	87
EHRP Func App Suppt	1
EHRP Security	25
EHRP Technical	3
EHRP Workflow/Worklist	1
eRA-COMMONS	1
eRA-IMPAC II	15
eRA-Software BA	4
NBS Int. Des/Dev	1
NBS-User Call	184
NED	20
NIH Data Warehouse	14
NIH Services	47
NVision	15

#### Security

40

IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Anti Virus SW	11
Security	29



# IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

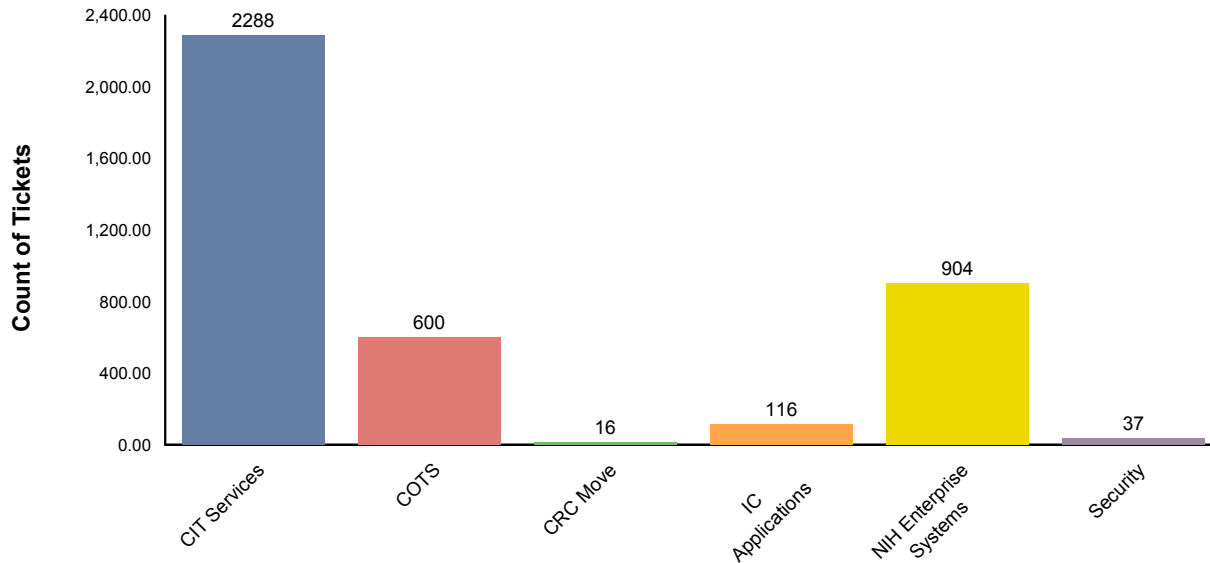
Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,961

## Tickets By Category Summary

(For NIDDK)



### NIDDK

3,961

#### CIT Services

2,288

Accounts	1,128
Back Office Support	81
CIT Categories	169
CIT Categories Remedy	13
Connectivity	112
DCS 7x24	1
Email	312
General Information	117
Helix Support	25
iSDP/Software Distribution	8
NECS	3
NIHnet	70
OS/390	22
PubS/Software Distribution	1
Telecommunications	142
Training	30
Video	3
Wireless Services	51

#### COTS

600

Application Support	252
Hardware	348

#### CRC Move

16

CRC Move	16
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#### IC Applications

116

CC APPS	10
CC APPS (DCRI)	24
CC Clinical Applications	13
CC Technical Operations	7
Local LAN	37
Web Site Issue (non-CIT)	25

#### NIH Enterprise Systems

904

ADB	156
EHRP Change Management	1
EHRP Func App Suppt	3
EHRP Non-App Specific	1
EHRP Security	25
EHRP Technical	8
EHRP User Error	2
EHRP Workflow/Worklist	3
eRA-COMMONS	2
eRA-IMPAC II	14
eRA-Software BA	8
NBS Break/Fix	1
NBS-User Call	517

IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NED	87	
NIH Data Warehouse	13	
NIH Services	56	
NVision	7	
Security		37
Anti Virus SW	6	
Security	31	

# IC Ticket Report with Category Summary

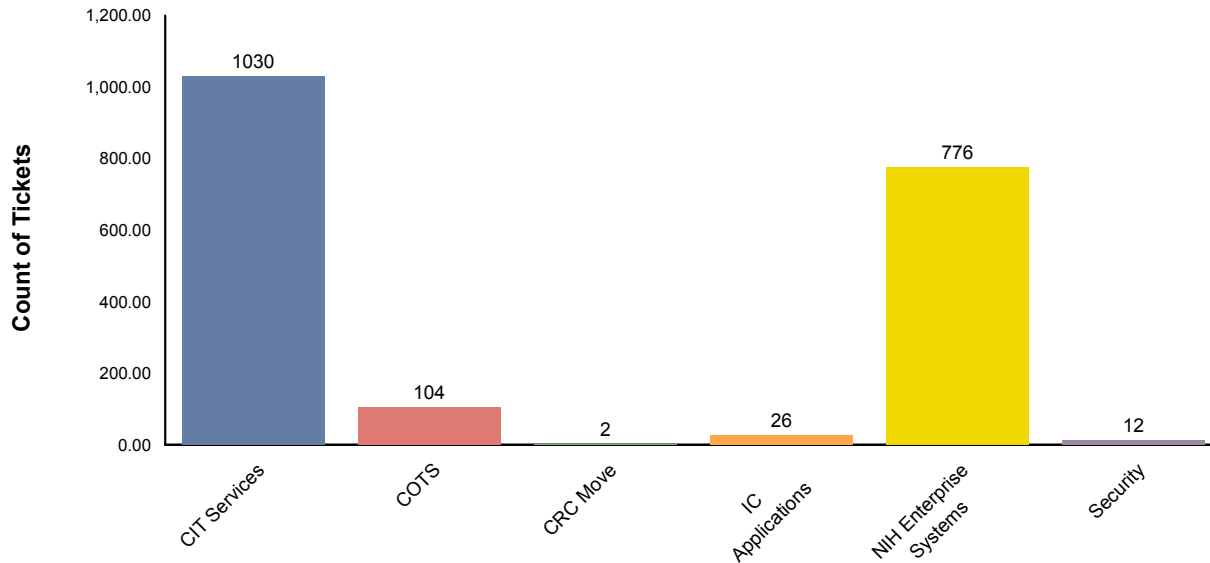
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 1,950

## Tickets By Category Summary (For NIEHS)



### NIEHS 1,950

#### CIT Services

1,030

Accounts	497
Back Office Support	69
CIT Categories	122
CIT Categories Remedy	19
Connectivity	20
Email	104
General Information	59
iSDP/Software Distribution	3
NIHnet	7
OS/390	28
Telecommunications	19
Training	10
Video	8
Wireless Services	65

#### COTS

104

Application Support	59
Hardware	45

#### CRC Move

2

CRC Move	2
----------	---

#### IC Applications

26

CC APPS (DCRI)	2
CC Technical Operations	5
E-Grants	2
Local LAN	11
OIT Categories	1
Web Site Issue (non-CIT)	5

#### NIH Enterprise Systems

776

ADB	141
EHRP Change Management	1
EHRP Func App Suppt	4
EHRP Non-App Specific	1
EHRP Reporting	4
EHRP Security	50
EHRP Technical	11
EHRP Workflow/Worklist	5
eRA-IMPAC II	9
NBS Break/Fix	4
NBS Enhancement	1
NBS-User Call	424
NED	44
NIH Data Warehouse	37
NIH Services	34
NVision	6

#### Security

12

IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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Anti Virus SW	2
Security	10

# IC Ticket Report with Category Summary

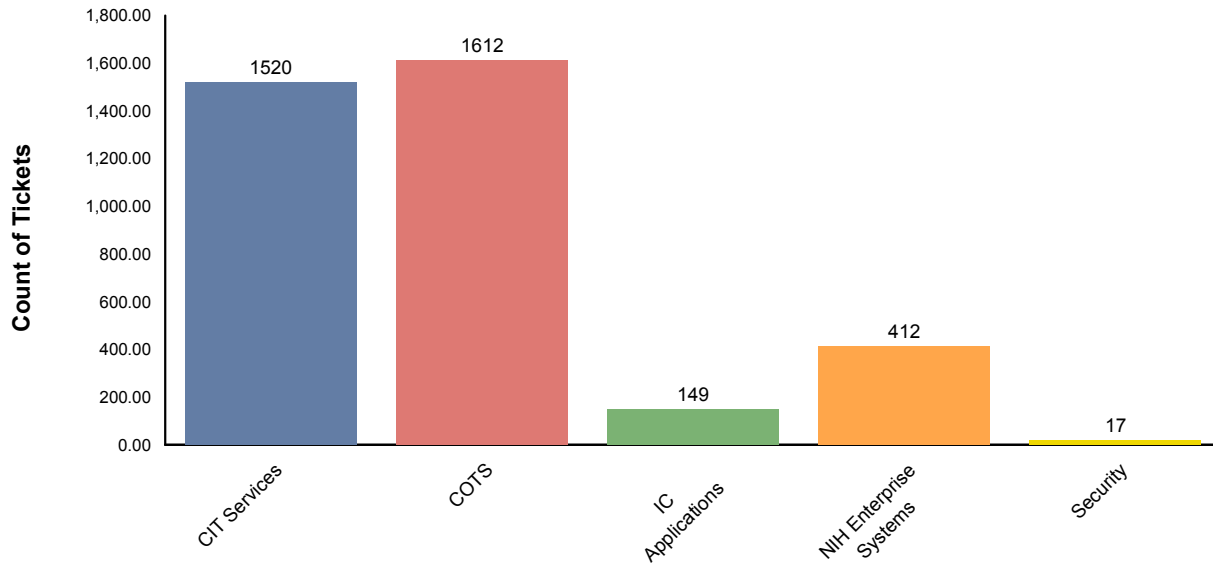
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 3,710

## Tickets By Category Summary (For NIGMS)



### NIGMS 3,710

#### CIT Services

1,520

Accounts	316
Back Office Support	313
CIT Categories	98
CIT Categories Remedy	41
Connectivity	51
Email	284
General Information	117
NIHnet	32
OS/390	1
Telecommunications	37
Training	8
Video	10
Wireless Services	212

#### COTS

1,612

Application Support	712
Hardware	900

#### IC Applications

149

E-Grants	33
Local LAN	34
Web Site Issue (non-CIT)	82

#### NIH Enterprise Systems

412

ADB	22
EHRP Func App Suppt	1
EHRP Security	4
EHRP Technical	1
EHRP Workflow/Worklist	2
eRA-COMMONS	12
eRA-IMPAC II	150
eRA-Software BA	13
NBS-User Call	62
NED	10
NIH Data Warehouse	13
NIH Services	119
NVision	3

#### Security

17

Anti Virus SW	4
Security	13

# IC Ticket Report with Category Summary

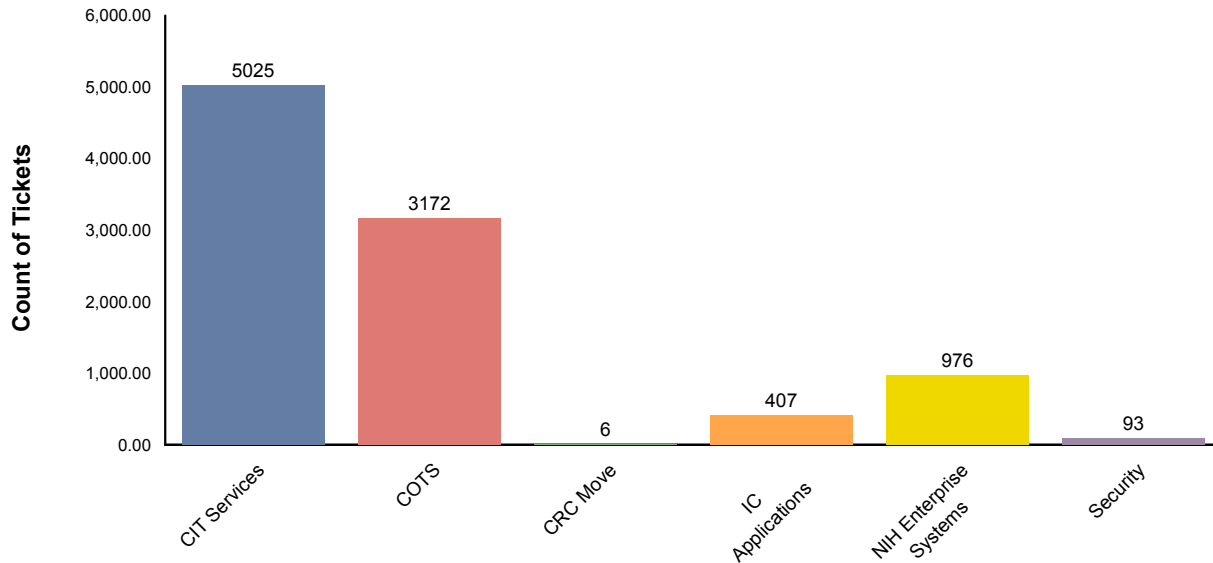
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 9,679

## Tickets By Category Summary (For NIMH)



### NIMH 9,679

#### CIT Services

5,025

Accounts	1,550
Back Office Support	544
CIT Categories	317
CIT Categories Remedy	33
Connectivity	301
DCS 7x24	1
Email	1,168
General Information	263
Helix Support	18
iSDP/Software Distribution	16
NECS	4
NIHnet	130
OS/390	47
Pubs/Software Distribution	7
Telecommunications	193
Training	50
Unix Support	3
Video	12
Wireless Services	368

#### COTS

3,172

Application Support	1,276
Hardware	1,896

#### CRC Move

6

CRC Move	6
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#### IC Applications

407

CC APPS	20
CC APPS (DCRI)	52
CC Clinical Applications	37
CC Technical Operations	5
Local LAN	199
OIT Categories	2
Web Site Issue (non-CIT)	92

#### NIH Enterprise Systems

976

ADB	207
EHRP Change Management	1
EHRP Func App Suppt	6
EHRP Interface	1
EHRP Reporting	4
EHRP Security	51
EHRP Technical	3
EHRP Workflow/Worklist	4
eRA-COMMONS	3
eRA-IMPAC II	39
eRA-Software BA	13

## IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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NBS-User Call	436	
NED	76	
NIDB Ann/Reports	1	
NIH Data Warehouse	28	
NIH Services	95	
NVision	8	
<b>Security</b>		<b>93</b>
Anti Virus SW	22	
Security	71	

# IC Ticket Report with Category Summary

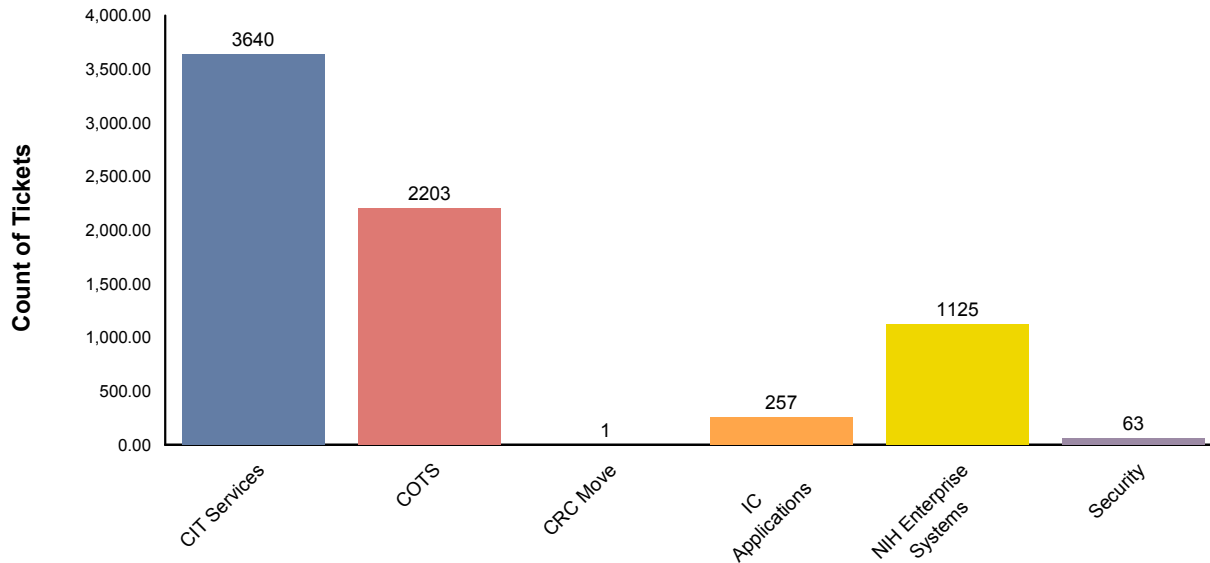
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 7,289

## Tickets By Category Summary (For NINDS)



### NINDS 7,289

#### CIT Services

3,640

Accounts	1,132
Back Office Support	424
CIT Categories	227
CIT Categories Remedy	15
Connectivity	205
Email	863
General Information	212
Helix Support	8
iSDP/Software Distribution	9
NECS	2
NIHnet	112
OS/390	45
PubS/Software Distribution	2
Telecommunications	138
Training	18
Video	4
Wireless Services	224

#### COTS

2,203

Application Support	882
Hardware	1,321

#### CRC Move

1

CRC Move	1
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#### IC Applications

257

CC APPS	15
CC APPS (DCRI)	22
CC Clinical Applications	19
CC Technical Operations	1
E-Grants	1
Local LAN	114
NIAMS	2
OIT Categories	1
Web Site Issue (non-CIT)	82

#### NIH Enterprise Systems

1,125

ADB	258
EHRP Func App Suppt	2
EHRP Interface	1
EHRP Reporting	1
EHRP Security	35
EHRP Technical	7
EHRP Workflow/Worklist	1
eRA-COMMONS	5
eRA-IMPAC II	59
eRA-Software BA	11
NBS Enhancement	2



IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

NBS Int. Des/Dev	1	
NBS-User Call	497	
NED	94	
NIH Data Warehouse	25	
NIH Services	94	
NVision	32	
Security		63
Anti Virus SW	12	
Security	51	

# IC Ticket Report with Category Summary

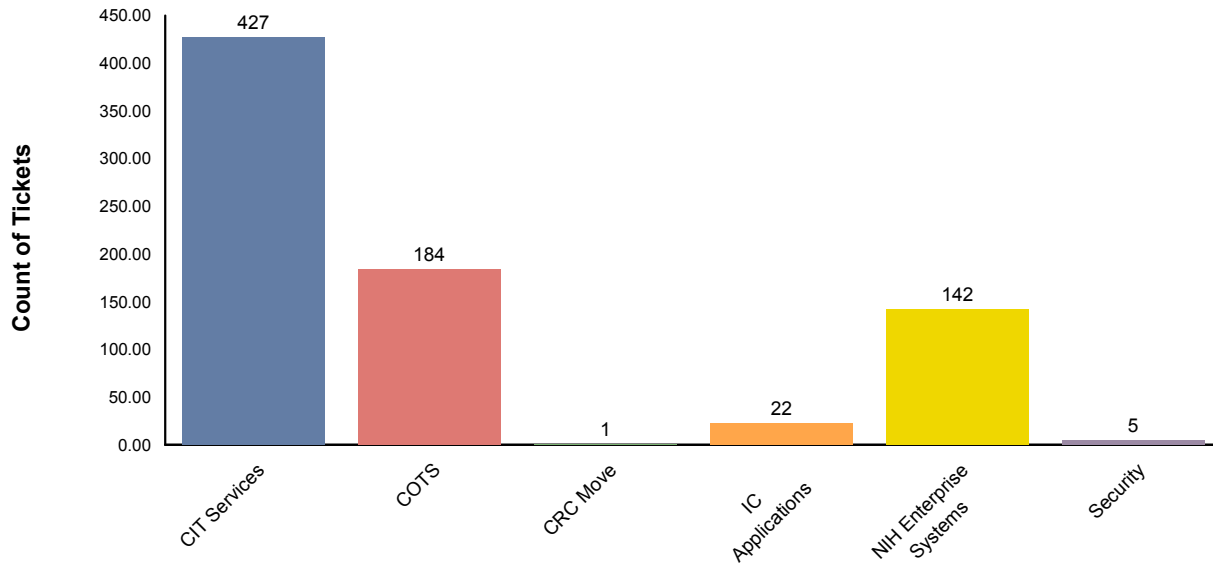
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 781

## Tickets By Category Summary (For NINR)



### NINR

781

#### CIT Services

427

Accounts	123
Back Office Support	62
CIT Categories	44
CIT Categories Remedy	5
Connectivity	12
Email	71
General Information	23
iSDP/Software Distribution	1
NECS	1
NIHnet	12
OS/390	5
Telecommunications	13
Training	8
Video	3
Wireless Services	44

#### COTS

184

Application Support	91
Hardware	93

#### CRC Move

1

CRC Move	1
----------	---

#### IC Applications

22

Local LAN	18
Web Site Issue (non-CIT)	4

#### NIH Enterprise Systems

142

ADB	18
EHRP Security	4
eRA-COMMONS	2
eRA-IMPAC II	17
eRA-Software BA	5
NBS-User Call	50
NED	4
NIH Data Warehouse	14
NIH Services	27
NVision	1

#### Security

5

Security	5
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# IC Ticket Report with Category Summary

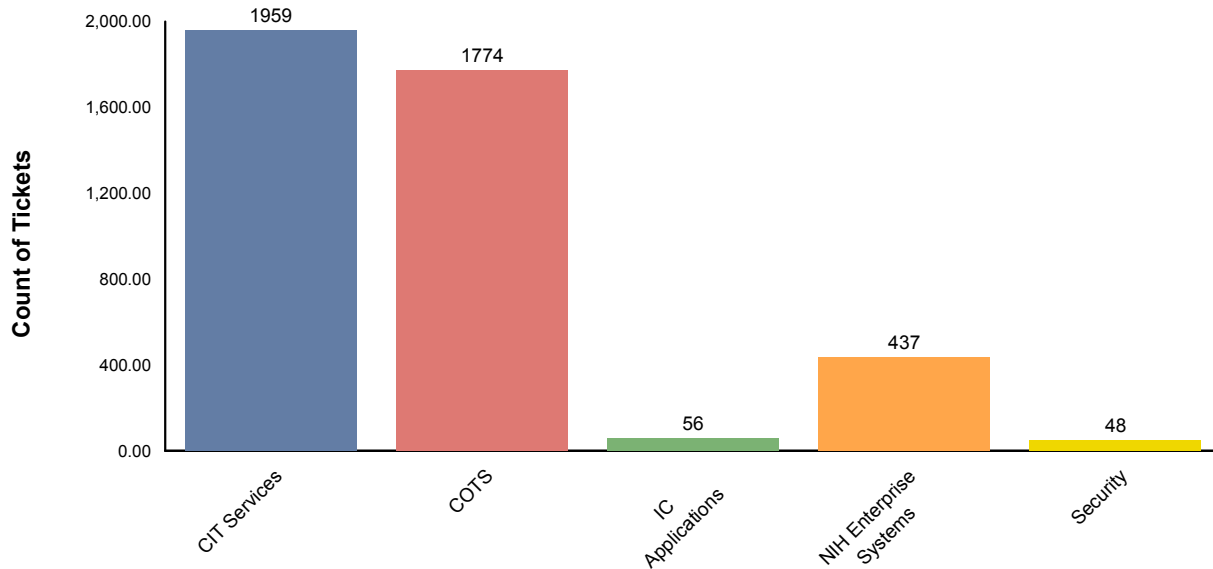
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 4,274

## Tickets By Category Summary (For NLM)



### NLM

4,274

#### CIT Services

1,959

Accounts	818
Back Office Support	144
CIT Categories	166
CIT Categories Remedy	19
Connectivity	97
Email	316
General Information	122
Helix Support	6
iSDP/Software Distribution	6
NECS	4
NIHnet	25
OS/390	40
Telecommunications	59
Training	20
Video	10
Wireless Services	107

#### COTS

1,774

Application Support	875
Hardware	899

#### IC Applications

56

CC APPS (DCRI)	2
CC Clinical Applications	1
Local LAN	25
OIT Categories	1
Web Site Issue (non-CIT)	27

#### NIH Enterprise Systems

437

ADB	106
EHRP Func App Suppt	5
EHRP Interface	1
EHRP Non-App Specific	1
EHRP Reporting	3
EHRP Security	22
EHRP Technical	4
EHRP User Error	2
EHRP Workflow/Worklist	3
eRA-IMPAC II	4
NBS Break/Fix	2
NBS Enhancement	1
NBS Int. Des/Dev	1
NBS-User Call	195
NED	29
NIDB Ann/Reports	1
NIH Data Warehouse	24
NIH Services	31

IC Ticket Report with Category Summary  
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

---

NVision	2	
Security		48
Anti Virus SW	20	
Security	28	

# IC Ticket Report with Category Summary

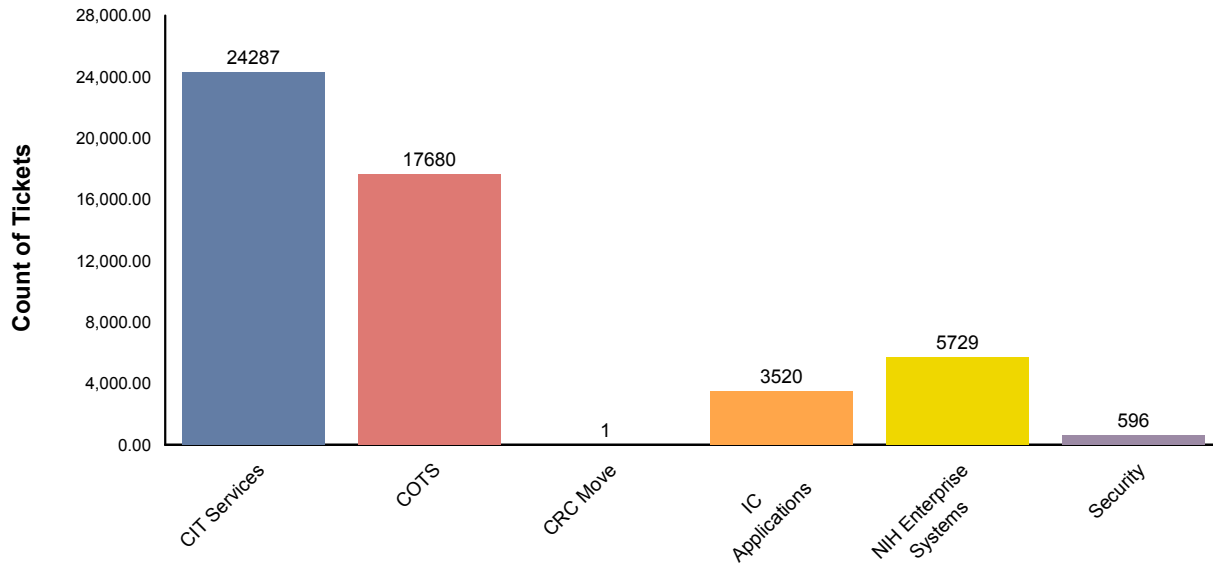
For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

Total Tickets: 51,813

## Tickets By Category Summary (For OD)



### OD 51,813

#### CIT Services

24,287

Accounts	7,246
Back Office Support	4,031
CIT Categories	1,464
CIT Categories Remedy	140
Connectivity	1,142
Email	5,308
General Information	1,375
Helix Support	3
iSDP/Software Distribution	14
NECS	15
NIHnet	486
OS/390	227
Project Work	3
Pubs/Software Distribution	3
Telecommunications	797
Training	459
Unix Support	2
Video	67
Wireless Services	1,505

#### COTS

17,680

Application Support	6,051
Hardware	11,629

#### CRC Move

1

CRC Move	1
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#### IC Applications

3,520

CC APPS (DCRI)	4
CC Clinical Applications	9
CC Technical Operations	1
E-Grants	49
Local LAN	913
OIT Categories	2,072
Web Site Issue (non-CIT)	472

#### NIH Enterprise Systems

5,729

ADB	1,107
EHRP Change Management	4
EHRP Func App Suppt	34
EHRP Interface	6
EHRP Non-App Specific	9
EHRP Reporting	19
EHRP Security	344
EHRP Technical	96
EHRP User Error	11
EHRP Workflow/Worklist	29
eRA-COMMONS	47

## IC Ticket Report with Category Summary

For 10/01/2004 to 09/30/2005

Snapshot Date: 10/3/2005

Categories have been grouped to simplify the presentation of the data. A breakdown is provided after each chart.

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eRA-IMPAC II	649	
eRA-Software BA	46	
NBRSS-NBS	1	
NBS Break/Fix	4	
NBS Enhancement	5	
NBS Int. Des/Dev	4	
NBS-User Call	1,570	
NED	275	
NIH Data Warehouse	262	
NIH Services	1,142	
NVision	65	
<b>Security</b>		<b>596</b>
Anti Virus SW	89	
Security	507	